

Black Swan International Limited

# York House

## Inspection report

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16 December 2020

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## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

York House is a care home providing personal and nursing care for up to 43 people aged 65 and over, some of whom were living with dementia. At the time of the inspection, 28 older people were using the service. The service accommodates people in one adapted building on two floors.

We found the following examples of good practice.

Prominent signage directed visitors to the home's procedures and provided visual reminders for staff on hand washing techniques, making space and the correct order for putting on and taking off their Personal Protective Equipment (PPE). Face masks and aprons were provided to visitors and their temperatures taken on arrival.

Additional cleaning was taking place, including an increase in cleaning of high touch points.

People were supported to stay in touch with their families through face time and telephone calls during visiting restrictions. Regular updates were shared with relatives by email and video calls with the management team of the home and provider.

Adaptations had been made to the service to install a separate visitor entrance into a designated visitor room that included screening to reduce the risk of cross infection.

The providers management team had provided direct support to the service during the outbreak of COVID-19, including working alongside members of the homes care team delivering personal care. Staff had been provided with emotional wellbeing support through calls from a manager trained to provide this.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### **Is the service safe?**

Further information is in the detailed findings below.

**Inspected but not rated**

# York House

## **Detailed findings**

### Background to this inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. This inspection was planned to check whether the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008.

As part of CQC's response to care homes with outbreaks of coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control practice was safe and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 16 December 2020 and was unannounced.

# Is the service safe?

## Our findings

- We were assured that the provider was preventing visitors from catching and spreading infections.
- We were assured that the provider was meeting shielding and social distancing rules.
- We were assured that the provider was admitting people safely to the service.
- We were assured that the provider was using PPE effectively and safely.
- We were assured that the provider was accessing testing for people using the service and staff.
- We were assured that the provider was promoting safety through the layout and hygiene practices of the premises.
- We were assured that the provider was making sure infection outbreaks can be effectively prevented or managed.
- We were assured that the provider's infection prevention and control policy was up to date.